

From: Travassos, Michelle L. </O=CVSCAREMARK/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MLTRAVASSOS>
To: Harrington, Nicole J.
CC: Mainello, Tara E.; Lutkiewicz, Kahra; Letourneau, Amanda; Ivanoski, Christopher
Sent: 1/24/2020 2:44:57 PM
Subject: RE: RPHAI red flag alerts
Attachments: 2020_1_24_Rules for Red Flags (003).xlsx

They do not know how often we would have flags returned based on our rules but that is what Mike was going to size when he can. They determined that the engine would spit back 3 alerts at dev and 3 alerts max at wave for performance not to be an issue or lag. I will ask about the I attest verbiage validation- I am guessing no, but will ask. Attorney-Client Privilege If you are ok, Amanda will add me and Tara to discuss this to make sure we are all comfortable with the solution. I will ask Mike to try to size the top 4 flags but not sure how quickly he can produce that as you mentioned it was not as urgent as some of the other things you have him working on next week. I am thinking for red flags we go with Cash, Age, Distance and Only controls, unless you feel another is more important. Attached for reference.

Thanks,
Michelle

From: Harrington, Nicole J.
Sent: Friday, January 24, 2020 2:13 PM
To: Travassos, Michelle L. <Michelle.Travassos@CVSHealth.com>
Cc: Mainello, Tara E. <Tara.Mainello@CVSHealth.com>; Lutkiewicz, Kahra <Kahra.Lutkiewicz@CVSHealth.com>; Letourneau, Amanda <Amanda.Letourneau@CVSHealth.com>; Ivanoski, Christopher <Christopher.Ivanoski@CVSHealth.com>
Subject: RE: RPHAI red flag alerts

Michelle-

To influence on the number of red flags, we should be clear that the pharmacist is still responsible for them even if we don't show them. So whether we display 3 or 5- the pharmacist is still legally responsible for all 5.

If we choose our top 4 red flags- can we figure out how many Rx would have 4, 3, 2, 1, none in our current data set? To their point on performance, do they even know what the volume would be?

Would it work if we displayed the red flags and had Pharmacist write I attest...

The following red flags are present on RX 123456:

- Distance
- Cash-Insurance

You are required to resolve all red flags present on Rx. You may consult with the patient, consult with the prescriber, and/ or check PMP.

- Choose the accurate disposition for the prescription
- In the comment box type "I attest" to certify that you have completed your due diligence on the red flags <can we force validation of I attest being entered?>

Warning Verification RSD_R1: Wed, 30 Oct 2019 11:00:10 AM

HARD STOP WARNINGS (1)

1 Duplicate Therapy

SOFT STOP WARNINGS (0)

Alerts (1)

2 Distance Traveled

Distance Traveled Alert

This is a test message. This is a test message. This is a test message.
This is a test message. This is a test message. This is a test message.
This is a test message. This is a test message. This is a test message.
This is a test message. This is a test message. This is a test message.

Protected Health Information

Bonvent Infa 110 mcg Inhaler

strength 110 MCG/
ACTUATION

dispensed 12 GM

days supply 30

total daily dose 4 G/DAY

Inhale 2 puffs twice daily

Evans, Lily

(703) 212-3443

1 Warnings (W) Actions: Force

1 Complete Verification (C)

Alert Disposition

Instructions: Utilize professional judgment to take appropriate action(s) on Alerts

1. Action Required

2. Comments

Enter Values:

1. Fill As Is

2. Fill As Is with Patient Consult

2. Do Not Fill

Select a function and press <Enter>

Select Line (0), Exit (X), Continue (Enter)

Patient F1

Prescriber F2

Drug F3

Third Party F4

Profile F5

Store Portal F6

Clinical F7

Refill F8

Help F9

Log In/Out Credentials F10

Store Info F11

Auth Status F12

We may need to choose red flags or forgery with the limited number of analytical activities we can do – rather than ½ doing both activities.

Attorney-Client Privilege

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<https://cvs.webex.com/meet/NJHarrington>

Learn more about Pharmacists Teach: <https://cvshhealth.com/social-responsibility/corporate-social-responsibility/pharmacists-teach>

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From: Travassos, Michelle L.

Sent: Friday, January 24, 2020 1:01 PM

To: Harrington, Nicole J. <Nicole.Harrington@CVSHealth.com>

Cc: Mainello, Tara E. <Tara.Mainello@CVSHealth.com>; Lutkiewicz, Kahra <Kahra.Lutkiewicz@CVSHealth.com>; Letourneau, Amanda <Amanda.Letourneau@CVSHealth.com>

Subject: RPhAI red flag alerts

Importance: High

Nicci,

I just had a meeting w/ the RPhAI team and was informed of the following:

They cannot do pagination for displaying more than 3 red flags for the following reasons:

- Out of design scope, the program is not meant to show "red flag" alerts only and has the purpose of showing any category of alerts to be displayed at WaVe
- More than 3 alerts is too much to digest for the RPh
- System performance concerns

- This means that if another group has alerts to display as well, that may displace red flag alerts
- The other thing they cannot do is a drop down list of actions because again this is not a red flag tool but a tool to display alerts so they want the option to be generic for whatever team wants to display alerts, so it must just be the text box
- Lastly we can only submit 4 red flags for the first iteration. It was supposed to be 10 initially but because the project was pulled forward it was reduced to 4, so between our 13 and Amanda's 6 we have to choose only 4.

Attorney-Client Privilege

Attorney-Client Privilege

Are you ok with that and do you have any further questions at this point?

Thanks,
Michelle

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